

CORRECTED VERSION

(19) World Intellectual Property Organization  
International Bureau(43) International Publication Date  
13 July 2000 (13.07.2000)

PCT

(10) International Publication Number  
WO 00/41118 A3(51) International Patent Classification<sup>7</sup>: G06F 17/60

(21) International Application Number: PCT/US00/00067

(22) International Filing Date: 4 January 2000 (04.01.2000)

(25) Filing Language: English

(26) Publication Language: English

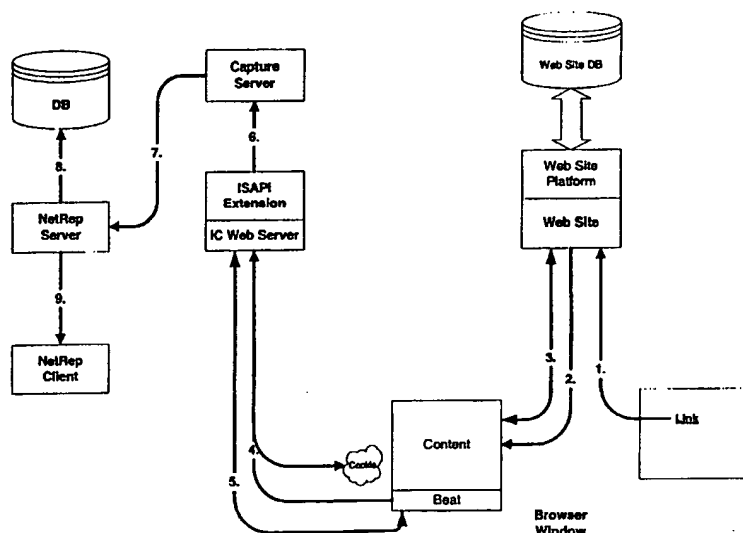
(30) Priority Data:  
60/114,644 4 January 1999 (04.01.1999) US(71) Applicant (for all designated States except US): ICON-  
TACT.COM, INC. [US/US]; William G. Christie, CEO,  
55 Walls Drive, Suite 401, Fairfield, CT 06430 (US).

(72) Inventors; and

(75) Inventors/Applicants (for US only): CHRISTIE,  
William, G. [US/US]; Icontact.com, Inc., 314 Hemlock  
Hills North, Fairfield, CT 06430 (US). GOLDBERG,  
Perry, S. [US/US]; Icontact.com, Inc., 3514 North Wilton  
Avenue, Chicago, IL 60657 (US). VIEBACH, John, J.[US/US]; Icontact.com, Inc., 96 Gant Circle, Apt. F,  
Streamwood, IL 60107 (US). DES JARDINS, Philip, A.  
[US/US]; Icontact.com, Inc., 3N 166 Springdale Road,  
West Chicago, IL 60185 (US). ENTZMINGER, Lindell,  
B., III [US/US]; Icontact.com, Inc., Tower 3 - Suite 1401,  
605 West Madison, Chicago, IL 60661 (US). PASEK,  
Marcin, S. [US/US]; Icontact.com, Inc., 765 Waikiki,  
Apt 2, Arlington Heights, IL 60016 (US).(74) Agent: GILMAN, Phillip, A.; Kramer Levin Naftalis &  
Frankel LLP, 919 Third Avenue, New York, NY 10022  
(US).(81) Designated States (national): AE, AL, AM, AT, AU, AZ,  
BA, BB, BG, BR, BY, CA, CH, CN, CR, CU, CZ, DE, DK,  
DM, EE, ES, FI, GB, GD, GE, GH, GM, HR, HU, ID, IL,  
IN, IS, JP, KE, KG, KP, KR, KZ, LC, LK, LR, LS, LT, LU,  
LV, MA, MD, MG, MK, MN, MW, MX, NO, NZ, PL, PT,  
RO, RU, SD, SE, SG, SI, SK, SL, TJ, TM, TR, TT, TZ, UA,  
UG, US, UZ, VN, YU, ZA, ZW.(84) Designated States (regional): ARIPO patent (GH, GM,  
KE, LS, MW, SD, SL, SZ, TZ, UG, ZW), Eurasian patent

[Continued on next page]

(54) Title: PROCESS AND SYSTEM FOR READING CONTENTS OF AN ELECTRONIC SHOPPING CART



(57) Abstract: A system and method whereby a customer service representative of a company can initiate communications over an electronic network with a customer browsing an e-commerce web site of that company. A NetRep client application indicates the presence and status of each customer browsing an e-commerce web site, including a history of visited web pages and a shopping cart. Filters may be employed which differentiate certain customers for customer support. The NetRep client includes a dynamic knowledge base of selected pre-set messages to the customer depending on their status or history. Additionally, the NetRep can initiate a conversation or push a web page to the customer's browser and can interactively participate with the customer in the correct filling out of a form.

WO 00/41118 A3

# PROCESS AND SYSTEM FOR READING CONTENTS OF AN ELECTRONIC SHOPPING CART

**Patent number:** WO0041118

**Publication date:** 2000-07-13

**Inventor:** CHRISTIE WILLIAM G (US); GOLDBERG PERRY S (US); VIEBACH JOHN J (US); DES JARDINS PHILIP A (US); ENTZMINGER LINDELL B III (US); PASEK MARCIN S (US)

**Applicant:** ICONTACT COM INC (US); CHRISTIE WILLIAM G (US); GOLDBERG PERRY S (US); VIEBACH JOHN J (US); JARDINS PHILIP A DES (US); ENTZMINGER LINDELL B III (US); PASEK MARCIN S (US)

**Classification:**

- international: G06F17/60

- european: G06Q30/00A

**Application number:** WO2000US00067 20000104

**Priority number(s):** US19990114644P 19990104

**Also published as:**

WO0041118 (A3)  
WO0041118 (A3)  
EP1080436 (A3)  
EP1080436 (A3)  
EP1080436 (A2)

more >>

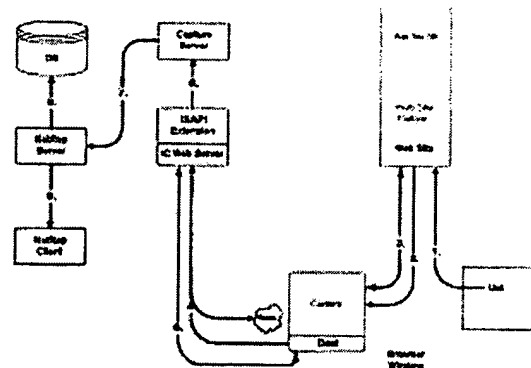
**Cited documents:**

EP0820028  
WO9712448  
US5606496  
WO9918514  
EP0926614  
more >>

[Report a data error here](#)

## Abstract of WO0041118

A system and method whereby a customer service representative of a company can initiate communications over an electronic network with a customer browsing an e-commerce web site of that company. A NetRep client application indicates the presence and status of each customer browsing an e-commerce web site, including a history of visited web pages and a shopping cart. Filters may be employed which differentiate certain customers for customer support. The NetRep client includes a dynamic knowledge base of selected pre-set messages to the customer depending on their status or history. Additionally, the NetRep can initiate a conversation or push a web page to the customer's browser and can interactively participate with the customer in the correct filling out of a form.



Data supplied from the [esp@cenet](mailto:esp@cenet) database - Worldwide